



OFFICE OF
**INSPECTOR
GENERAL**
UNITED STATES POSTAL SERVICE

HIGHLIGHTS

June 5, 2012

**City Delivery — Street Efficiency
San Diego District**

Report Number DR-AR-12-001

IMPACT ON:

City Delivery Operations.

WHY THE OIG DID THE AUDIT:

Our objective was to assess the overall street efficiency of city delivery in the San Diego District and identify opportunities for efficiency and cost savings. Street delivery includes carriers delivering and collecting mail on their assigned routes.

WHAT THE OIG FOUND:

The San Diego District has opportunities for enhanced street delivery efficiency. We determined the San Diego District could use approximately 6 minutes less street time per day on each carrier route, or about 83,900 workhours annually. Our review of selected delivery units determined that management did not always reinforce U.S. Postal Service policies and procedures for supervising city delivery street operations in delivery units and eliminate inefficient practices. An increased focus on efficiency could allow management to reduce carrier street workhours and save about \$3.4 million annually.

WHAT THE OIG RECOMMENDED:

The U.S. Postal Service Office of Inspector General (OIG) recommended

the district manager, San Diego District, reduce workhours by 83,943. We also recommended he reinforce policies and procedures for supervising city delivery street operations in delivery units and eliminate inefficient practices. Further, we recommended the district manager require managers to regularly coordinate, review, and update integrated operating plans to ensure mail arrives timely to carriers units.

WHAT MANAGEMENT SAID:

Management agreed with the findings, recommendations, and monetary impact. Management also stated that ongoing plans were in place prior to the audit to address the types of issues identified and confirmed the district is moving in the right direction and plans to complete actions by October 1, 2014.

AUDITORS' COMMENTS:

The OIG considers management's comments responsive to the findings, recommendations, and monetary impact in the report.